

Office of Science (SC) Information Technology Customer Group (ITCG)
Meeting Summary
August 11, 2004

Agenda

- Previous Action Items (Oyler)
- Support Center Items (Toquinto/Campbell)
 - Performance Measures
 - SC FTP Site Password Policy
- FY04 Products and Services Status (Centeno/Griffin)
- P Drive Working Group (Eckstrand)
- SC HQ Password Reset Policy (Centeno)
- Other

Previous Action Items	Status
At the July 28 meeting, Carolyn Murphy reported that an e-mail was received from the OCIO to ask about possibly increasing the allowable size of e-mails from 15mb to 25mb. To this end, Murphy asked the members of the ITCG if they would be able to provide contacts outside of SC to help conduct testing. The group agreed to forward any such contacts to Jeff Toquinto.	Complete

New Actions from the July 28 Meeting	Assigned To
<ul style="list-style-type: none"> • Jeff Toquinto will provide information regarding visible change associated with the upgrade to Exchange 2003 after additional testing • ITCG members interested in participating in ENS testing are to e-mail Bobbi Griffin • Kathi Centeno will provide a status of efforts on correcting SBIR reports that now are duplicating every element when printed. • The ITCG members agreed to provide Steve Eckstrand the names of folders, including sub-directories, they would like to use for their respective program offices, as well as the names of their Administrators, as part of the P drive re-organization. • Kathi Centeno will follow up with Bill Nay regarding the use of DOE badge numbers as a possible way to verify users' identities when requesting an SC HQ network password reset. 	SC-41 ITCG SC-41 ITCG SC-41

Previous Action Items (Oyler)

Dean Oyler reminded the group that at the July 28 meeting members agreed to forward contacts outside of SC to Jeff Toquinto for e-mail testing related to an OCIO inquiry to possibly increase the allowable size from 15mb to 25mb.

Jeff Toquinto reported that Joanne Corcoran and Steve Eckstrand had provided contacts and that testing had been completed. Toquinto expressed a major concern that the SC HQ network is not networked with outside e-mail; therefore, if a size limit is imposed on an outside network mail with large attachments may bounce back and be sitting in multiple recipients mailboxes. Kathi Centeno echoed this concern. Toquinto expressed the belief that use of the SC FTP site was still better because there is no size limit and recipients may receive documents instantly.

Support Center Items (Toquinto/Campbell)

Both the **Exchange User List** and the FY04 Monthly **Performance Measure Ratings** chart were provided. Kevin Campbell highlighted the following:

- The percentage of SCSC calls resolved by the first phone analyst before the end of the call had decreased from 85% in June to 71% in July. After doing some internal research, it was concluded that a contributing factor for this decrease was that there were fewer opportunities to close first calls due to the type of Applix tickets that were required to submit as a result. Campbell informed the group that the percentage for August is

- currently at 95% and, although he expected that number to go down, he felt confident that the final number at the end of this month would improve upon the 71% in July.
- The percentage of SCSC "medium calls" resolved within four hours increased 1% in July (75% to 76%) and the average resolution time went down by 1 hour (7 to 6)

Personal Quarantine Manager

Jeff Toquinto reminded the group that the OCIO had planned to implement the Personal Quarantine Manager anti-spam service as of August 1. On August 2 a message was received that the implementation had been "halted." Toquinto stated that the only information SC-41 had as to the reason for the cancellation was that the union did not approve.

Monitor Distribution Update

Kevin Campbell reported that the delivery of flat screen monitors to meet the critical needs identified by the program offices was expected to be complete in the next day or two.

User Delete Forms

Kevin Campbell asked the group to please remember to turn in user delete forms when users (i.e. interns, staff members, etc.) leave SC HQ. With this notification, SCSC is able to quickly disable user accounts and pick up their computers.

SC FTP Site Password Policy

Jeff Toquinto explained that at the July 28 meeting, Joanne Corcoran had made a suggestion to change the SC FTP site password and that he thought it was a valid idea for the following reasons:

- The password is given out freely, including to individuals outside of the SC HQ network
- The password has never been changed after the implementation of the site approximately 2 ½ - 3 years ago
- There have been questionable files that have been found on the site
- The Cyber Security Program Plan calls for passwords to be changed every 180 days, although he was not sure how this may or may not relate to the FTP site

For these reasons, Toquinto said an internal decision was made to present a draft policy to the ITCG for changing the password every two months. Kathi Centeno further explained that the intent of the policy was to add an additional step of work for the casual user of the site as he obtained access; this was being done with the understanding that this would not make the site "secure." A group discussion occurred and various alternatives were discussed. The group agreed that the password should be changed if ever questionable files are found on the site or other abuse is detected.

FY04 Products and Services Status (Centeno)

The FY04 Products and Services Status sheet was distributed and the following items were addressed:

- There have been 44 months with no unscheduled network downtime
- *Griffin:* The MS Exchange 2003 project will be delayed from its mid-August implementation date due to a scope change in the Gigabit Ethernet project driven by the OCIO. It is expected there will be no visible changes for users other than an enhanced Outlook Web Access. *Jeff Toquinto agreed to provide better information on any major visible changes with Exchange 2003 after additional testing.*
- Regarding RIMS, a project plan is under review and there are plans to meet with the AD/ODs in the near future to help identify a customer reference group. Centeno said the intent is to take a top-down approach to obtain AD/OD buy-in for their staff providing support for the project. David Thomassen has agreed to be the project champion. Julie Stroud, a detailee from SC-70, is the acting SC-41 Federal lead for the project. RIMS is at risk and the hope is to retire the application.

- *Griffin:* Internal testing will be taking place for the Emergency Notification System with expected implementation late August. *Griffin offered the opportunity for interested ITCG members to participate in this testing and asked that they notify her via e-mail.*
- Regarding Workstation Refresh Carolyn Murphy reported that we may get additional 15" flat screen monitors left over from the recent distribution of monitors at GTN and FORS, and if so, she would contact the program offices about placing them.
- *Griffin:* An outage will take place Thursday, August 12 beginning at 10pm to upgrade network switches at GTN. A readdress of network printers and workstations also will take place at GTN, not FORS. Centeno explained this readdressing was not in the original scope of the project but that it was imposed by the OCIO. Further, this scope change placed an impact on the Exchange 2003 project.
- The MS.NET project was implemented July 29 and no issues have been experienced. The project completed an upgrade of Crystal Reports with a .NET element. Since the upgrade, the Crystal Reports server has not had to be re-started, which had become a regular occurrence. Dean Oyler reported that a SBIR report now has every element duplicated when printed out. It was believed that the issue was already being addressed by SC- 41. *Kathi Centeno the status would be verified.*
- A new schedule is being developed for the Portal Upgrade project due to a staffing change. A pilot version of the portal was originally planned to be developed by September. This may slide into October.
- Work is continuing to complete an MOU with the TJ Lab regarding the Continuity of Operations Plan (COOP). A site visit by the SC-41 Production staff will take place August 23.
- Walt Polansky briefed Milt Johnson, James Decker and Jeffery Salmon about the proposed OneSC IT environment. The next step will be to brief Dr. Orbach. This action is currently with Walt. The schedule for this is uncertain.

P Drive Working Group (Eckstrand)

A draft policy was provided by Steve Eckstrand for review by the group. Eckstrand stated that the one remaining issue was to determine the exact number of folders and how they should be named. Steve suggested naming primary folders, or directories, with the program office number and a letter abbreviation/acronym. The initial folder structure for each office will include an archive folder for long-term storage, from which nothing will be deleted. There will also be a short-term folder, from which files will be automatically deleted after 90 days. *ITCG members agreed to send Steve Eckstrand the names of folders, including sub-directories, they would like to use for their respective program offices.* Eckstrand explained that the next step would be to send an e-mail message to the program offices to implement the policy. The e-mail will include a contact in the case an office needed an additional folder.

SC HQ Password Policy (Centeno)

Kathi Centeno addressed a draft password reset policy that was provided to the group for review. She stated that the policy was to address a concern with possible social engineering attacks. For example, an individual outside of SC may call SCSC posing as a user and request a network password. Centeno explained that the following alternatives were reviewed when developing the policy--challenge questions, a call-back process, and supervisor verification.

Centeno then opened the topic to discussion by the group. Thoughts and ideas for alternatives were discussed, including a suggestion that users provide their DOE badge number when making a request for a password reset. *Centeno initiated an action for SC-41 to follow up with Bill Nay regarding this idea. Centeno also offered that ITCG members may contact her with additional comments and/or suggestions.*

Other

- Carolyn Murphy reminded the group that end-of-year purchases for IT equipment needed to be received and entered into the Applix system prior to the September 3 deadline.

- Murphy also reported that an e-mail would be sent next week formally announcing the security process associated with maintenance of permanently assigned laptops. The new policy, to begin the first Monday in September, will require that the laptops be turned in on a regular monthly basis to have the latest security updates applied to them.

Name		Organization	Contact Information
Oyler	Dean	SC-20	3-6394
Murphy	Carolyn	SC-40	3-2158
Centeno	Kathi	SC-41	3-5472
Toquinto	Jeff	SC-41	3-2391
Harding	Todd	SC-1	6-2086
Stodolsky	Marvin	SC-72	3-4475
Koegel	David	SC-7	6-8831
Allen	Denise	SC-63	3-5599
Eckstrand	Steve	SC-55	3-5546
Afzal	Shahida	SC-50	3-4941
Lang	Donna	SC-20	3-4360
Hanlin	Cathy	SC-90	3-1965
Racek	Penny	SC-67	3-3760
Griffin	Barbara	SC-41	3-0396
Stroud	Julie	SC-41	3-4704
Campbell	Kevin	SC-41	3-1215
Tulo	Steve	SC-41	3-4379
Chewning	Rob	SC-41	3-1888
Harris	Anna	SC-41	3-4478